



# State of Michigan Office of the State Employer Employee Service Program (ESP)

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Online Orientation  
[www.michigan.gov/esp](http://www.michigan.gov/esp)



# Our Mission

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- To provide the highest quality professional and confidential Employee Assistance Program (EAP) to classified state, Michigan Supreme Court, and Michigan Court of Appeals employees and their eligible family members.
- The goals of the Mission are to promote wellness and to prevent or resolve personal and organizational issues that may interfere with work productivity, home life, or behavioral health.



# Key Points

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ESP services are:

- Free of charge
- Confidential
- Voluntary

# What Services Does ESP Offer?

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- Face-to-Face Consultation
- Telephone Consultation
- Pre-Counseling Assistance
- Management Consultation
- Wellness Seminars
- Lunch & Learn Sessions
- ESP Online Services:
  - Systematic Stress Management Program
  - Interactive Screening Program
  - Work/Life Services
- Traumatic Incident Stress Management





# Wellness Seminars and Lunch & Learn Sessions

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- Variety of topics including:
  - Managing Change
  - Stress Management
  - Communication
  - Work/Life Balance
  - Manager's Orientation
  - Conflict Resolution
- Customized Presentations



# ESP Online Services

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At [www.michigan.gov/esp](http://www.michigan.gov/esp) you will find:

- Information about ESP services and staff
- Links to the following:
  - Systematic Stress Management Program
  - Interactive Screening Program
  - Work-life resources





# Systematic Stress Management Program

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- Interactive, self-directed program
- Includes seven (7) different stress management module areas
- Provides information, education, and tools for developing your *individual* action plan



# Interactive Screening Program

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Information and anonymous screening on a variety of conditions

- Adolescent depression
- Anxiety
- Depression
- Alcohol
- Eating disorders
- Post Traumatic Stress Disorder



# Work-Life Services Program

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Information and resources to assist employees manage the demands of personal and work life

- Family life
- Childcare and eldercare
- Physical fitness/wellness
- Domestic violence
- Financial and legal services
- Mental Fitness



# Traumatic Incident Stress Management (TISM) Program

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Program designed to assist employees following traumatic incidents by:

- Consultations
- Assessment
- On-site support
- Defusing or debriefing sessions
- Follow-up assistance



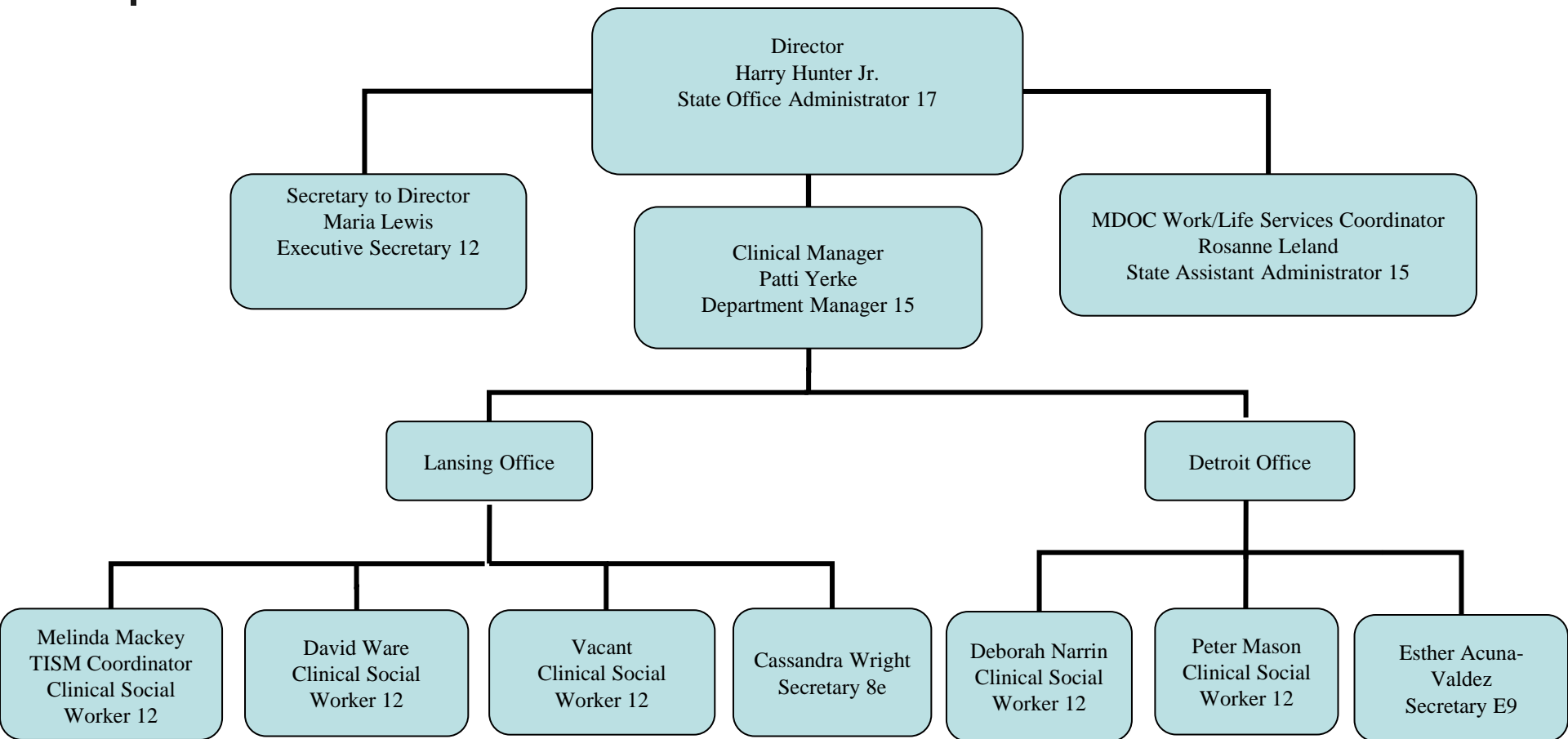
# Who are our Staff?

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- Professional staff are licensed Masters level Social Workers
- Experienced in working with mental health, substance abuse, EAP, and problems with daily living issues
- Certified in providing Traumatic Incident Stress Management Services
- Experienced in working with state departments



# ESP Organization Chart





# ESP Services are CONFIDENTIAL

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No one will be allowed access to information regarding your involvement with the Employee Service Program without your written consent unless permitted or required by law.

## **Four types of situations that require disclosure with or without your permission:**

- Suspected abuse of a child
- Suspected abuse of a vulnerable adult
- Threat of suicide
- Threat of homicide



# Problems are a Part of Life

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At any given time, 10-to-12 percent of workers could benefit from our services.

# ESP Can Be Part of the Solution

- ESP counselors are a resource for support and information during difficult times.
- You can confidentially discuss any concerns and get help identifying possible solutions.





# ESP Counselors Help With...

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- Stress, depression, anxiety, and grief
- Substance abuse
- Relationship difficulties
- Life changes
- Job stress
- Work-related problems



## ESP Counselors Help By...

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- Talking with you individually about your concerns
- Identifying referrals and other resources to address these concerns
- Helping you connect with these resources
- Following up with you to ensure that the referral/resources met your needs



# What to Expect When You Call

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- We function as one virtual office so your call will be answered by staff in the Lansing or Detroit office.
- An ESP staff member will gather some basic information and then connect you with a counselor.
- You will have the option of talking with a counselor right away or scheduling an appointment.



# Contacting ESP

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We are available 8:00 a.m.- 5:00 p.m.  
Monday-Friday

**Toll free:** Lansing: 800-521-1377  
Detroit: 800-872-5563

**Local:** Lansing Office: 517-373-7630  
Capitol Commons Center, 400 S. Pine, Suite 103  
Lansing, MI 48909  
  
Detroit Office: 313-456-4020  
Cadillac Place Building, 3068 W. Grand Boulevard,  
Suite 4-300, Detroit, MI 48202



# Walk-Ins are Welcome

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Stop in at either one of our locations:

## In Lansing:

Capitol Commons Center

400 S. Pine Street

Suite 103

Lansing, MI 48909

**8:00 a.m. – 5:00 p.m.**

(Office Closes at 5:00 p.m.)





# Walk-Ins (cont.)

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## In Detroit:

Cadillac Place  
3068 W. Grand Boulevard  
Suite 4-300  
Detroit, MI 48202  
**8:00 a.m. – 5:00 p.m.**  
(Office Closes at 5:00 p.m.)





# Frequently Asked Questions (FAQs)

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Q: **How long does an appointment last?**

A: Appointment times vary, but generally last about 60-90 minutes.

Q: **What if the appointment is during my work hours?**

A: You may request administrative leave approval from your department for your first ESP appointment.



## FAQs (cont.)

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Q: **What if I have an urgent situation?**

A: You will be able to talk with an ESP counselor immediately!

Q: **Is a counselor available 12:00 p.m. -1:00 p.m.?**

A: Yes. An ESP counselor is available over the noon hour.



## FAQs (cont.)

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Q: **What if I am in a different city than the counselor?**

A: ESP counselors provide the same quality of service by telephone or in person. For most employees, a telephone appointment is the most convenient option.



# Summary

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In summary, ESP services are:

- Confidential
- Provided by licensed Masters Level Social Workers
- Free of charge



## Summary (cont.)

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Services are available:

- By telephone
- In person
- In groups
- Online



## In Closing...

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Thank you for taking the time to review the state of Michigan EAP services available to you and your family members.

*Employee Service Program Staff*